

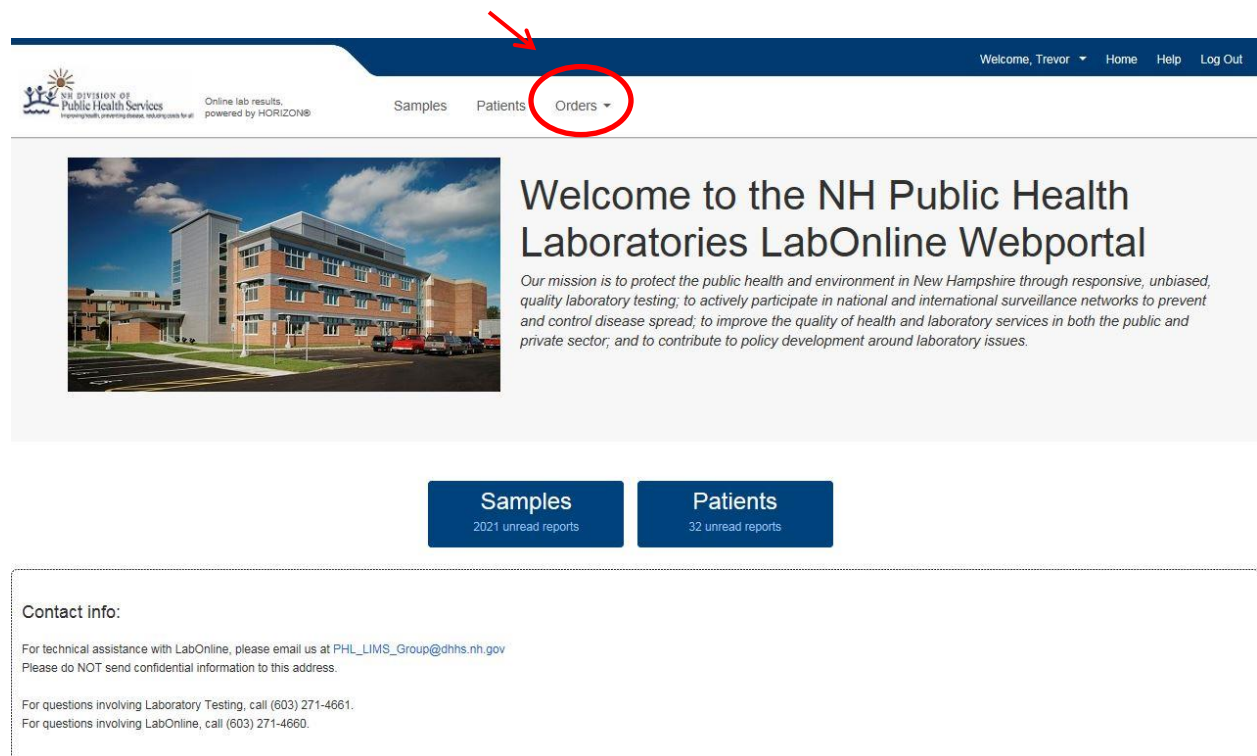
New Hampshire Public Health Laboratories LabOnline

Reference Guide for Ordering a COVID Test

This LabOnline reference guide outlines how to remotely order New Hampshire Public Health Laboratories tests quickly and easily from our online platform. Ordering your test online and printing your requisition will ensure accurate patient information is received at the New Hampshire Public Health Laboratories and will speed up the testing and reporting process.

Section I: Orders from the Home Screen

After logging into to your LabOnline account, you will be brought to the LabOnline Home page. To begin an order select the 'Orders' tab. Under the dropdown select 'Order Tests'.



Welcome, Trevor ▾ Home Help Log Out

Online lab results, powered by HORIZON®

Samples Patients **Orders ▾**

Welcome to the NH Public Health Laboratories LabOnline Webportal

Our mission is to protect the public health and environment in New Hampshire through responsive, unbiased, quality laboratory testing; to actively participate in national and international surveillance networks to prevent and control disease spread; to improve the quality of health and laboratory services in both the public and private sector; and to contribute to policy development around laboratory issues.

Samples
2021 unread reports

Patients
32 unread reports

Contact info:

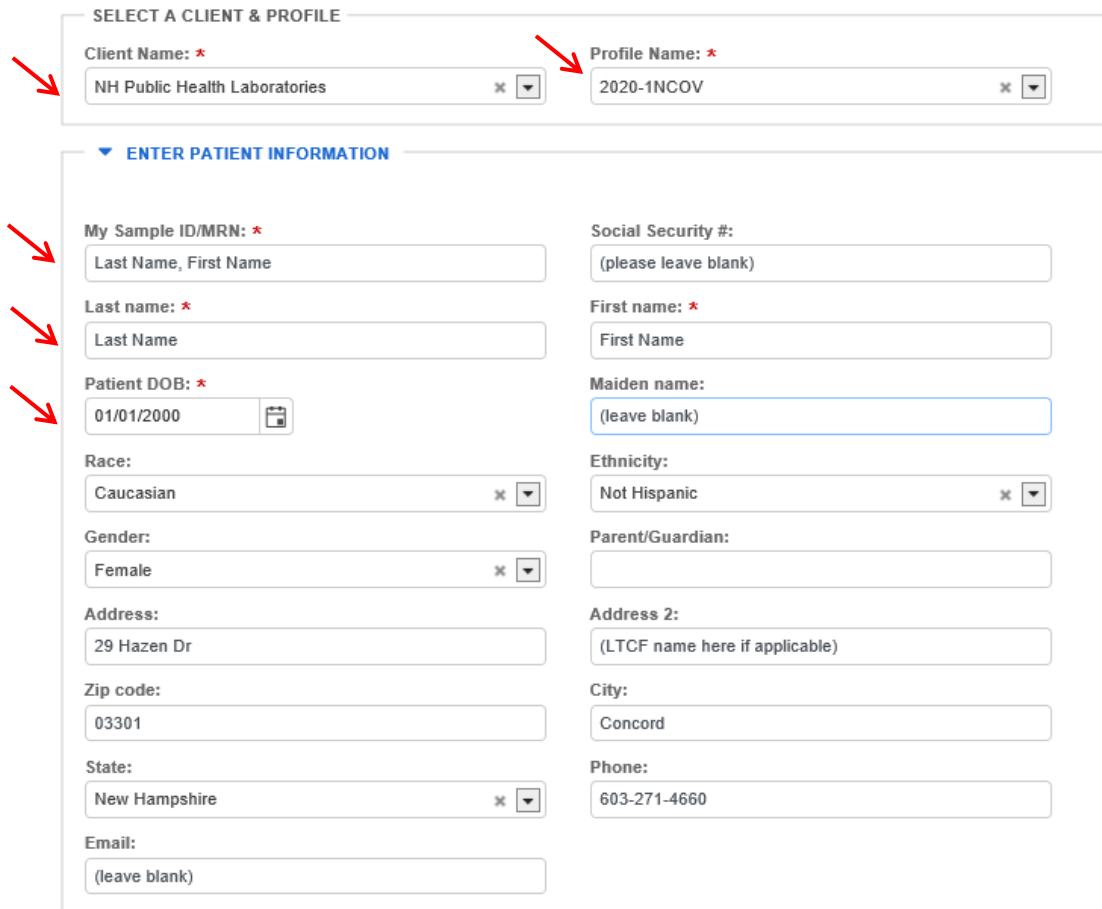
For technical assistance with LabOnline, please email us at PHL_LIMS_Group@dhhs.nh.gov
Please do NOT send confidential information to this address.

For questions involving Laboratory Testing, call (603) 271-4661.
For questions involving LabOnline, call (603) 271-4660.

Section II: Submitting test requests

1. **Ordering tests:** To order a test, enter the client and profile information, patient information, specimen information, the tests to be performed, and any additional information that may be required for that testing. Any field with an asterisk (*) is required.

Order Tests



SELECT A CLIENT & PROFILE

Client Name: * NH Public Health Laboratories x ▼

Profile Name: * 2020-1NCOV x ▼

▼ ENTER PATIENT INFORMATION

My Sample ID/MRN: * Last Name, First Name

Last name: * Last Name

Patient DOB: * 01/01/2000 [calendar icon]

Race: Caucasian x ▼

Gender: Female x ▼

Address: 29 Hazen Dr

Zip code: 03301

State: New Hampshire x ▼

Email: (leave blank)

Social Security #: (please leave blank)

First name: * First Name

Maiden name: (leave blank)

Ethnicity: Not Hispanic x ▼

Parent/Guardian:

Address 2: (LTCF name here if applicable)

City: Concord

Phone: 603-271-4660

- a.) Client/profile information: Click on the 'Client Name' drop down to choose your client.
- b.) Choose the 'Profile Name' from the dropdown list. The client profiles control what testing is ordered and who will receive reports. COVID profiles are 2020-1NCOV or 2020-2NCOV for MMRS, either COVID profile will order the same test.
- c.) Enter Patient Information: All fields with an asterisk are required, others are optional but should be included if known. Please leave the Social Security number field blank. Once patient name and DOB are entered, the system will search for potential matches. If any are found, a window will pop up asking if you would like to select existing patient or create new. Choose 'create new' to create a new patient or click 'select' to choose the suggested existing patient.

- 2.) **Enter Additional Patient Information:** This section captures patient insurance information. You can leave this entire section blank for COVID testing as it is not required.

▶ **ENTER ADDITIONAL PATIENT INFORMATION**

No insurance, no referral, no medications

- 3.) **Add Samples and Tests:** This section captures sample-specific information as well as what tests are to be performed.

▼ **ADD SAMPLES AND TESTS**

Line item: * NP Swabs x

Test Reason: Select... x

Collector: Ballard, Jonathan x

Collected: * 01/01/2021 hh:mm

Samples	
	Matrix
1	Nasopharyngeal
2	

Sample Detail

TESTS

Edit Tests Delete

Tests

TaqPath COVID-19 Multiplex (NCOVTQMULT)

Special Instructions:

You may leave a note here if there is special instruction for the lab or the collection event.

- Select your matrix type from the 'Line Item' drop down menu. Nasal Swab and NP Swab are the most commonly used matrix for COVID testing.
- Under 'Collector' please select the ordering physicians name from the drop down menu. If the physician cannot be found, leave this blank and it can be written on the test requisition included with the sample.
- Enter the sample collection date. You may also enter the time of collection if known, otherwise leave it blank. It can be hand written on the paper requisition.
- Any special instructions or additional sample details can be free-texted in the 'Special Instructions' section.

4.) Enter Additional Information: Covid tests require additional information.



- a. Select the most applicable 'Reason for testing' from the drop down menu.
- b. Select the most applicable 'Patient symptoms' from the drop down menu.

5.) Order Test: click on the 'Order Tests' tab once you have filled in all the above information.

Once all patient and sample information is completed, click 'Order Tests' at the bottom of the screen. If some data is missing, a warning will appear and the missing information will be highlighted. Complete the missing sections and click 'Order Tests' again. Once the sample is successfully logged in, a test requisition will generate.

6.) Generating chain of custody: once your order has been successfully created you will see it has been assigned a chain of custody number. The notification 'Generating Chain of Custody Report' will be viewable on the top right hand side of your screen.

Section III: Printing test requisitions

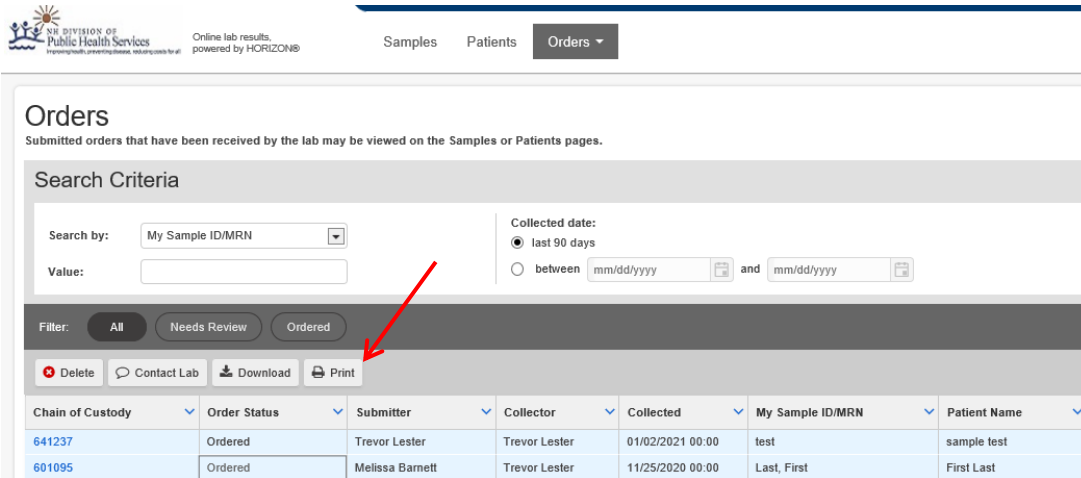
7.) Printing your requisition can be completed in two ways.

- a.) You can click on the 'Generating Chain of Custody Report' notification to directly print the single pdf. requisition.

Or

- b.) You can choose to print multiple order requisitions.

To print multiple requisitions at once: after entering multiple orders go to the 'Orders' tab at the top of your screen. Select 'Orders' – 'View Orders'.



Online lab results, powered by HORIZON®

Samples Patients **Orders**

Orders

Submitted orders that have been received by the lab may be viewed on the Samples or Patients pages.

Search Criteria

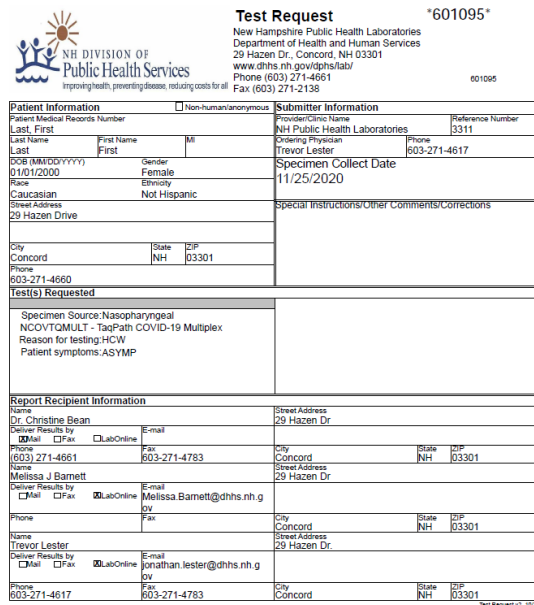
Search by:
 Value:

Collected date:
 ☒ last 90 days
 ☐ between and

Filter: **All** Needs Review Ordered

Chain of Custody	Order Status	Submitter	Collector	Collected	My Sample ID/MRN	Patient Name
641237	Ordered	Trevor Lester	Trevor Lester	01/02/2021 00:00	test	sample test
601095	Ordered	Melissa Barnett	Trevor Lester	11/25/2020 00:00	Last, First	First Last

- 1.) Highlight the rows of all the orders you want to print.
- 2.) Select the 'Print' button.
- 3.) You will be asked to confirm that you want to print the selected reports- select 'Confirm'.
- 4.) A separate window will open with all your requisitions viewable in pdf. From here you can print to your designated printer.



Test Request *601095*

New Hampshire Public Health Laboratories
Department of Health and Human Services
29 Hazen Dr., Concord, NH 03301
www.dhhs.nh.gov/dphs/lab/
Phone (603) 271-4661
Fax (603) 271-2138

601095

☐ Non-human/anonymous

Patient Information

Patient Medical Records Number
Last, First
Last Name First Name MI
DOB (MM/DD/YYYY) 01/01/2000 Gender Female
Race Caucasian Ethnicity Not Hispanic
Street Address 29 Hazen Drive
City Concord State NH ZIP 03301
Phone 603-271-4660

Submitter Information

Provider/Clinic Name NH Public Health Laboratories Reference Number 3311
Ordering Physician Trevor Lester Phone 603-271-4617
Specimen Collect Date 11/25/2020
Special Instructions/Other Comments/Corrections

Specimen Information

Specimen Source: Nasopharyngeal
NCOVTQMULT - TagPath COVID-19 Multiplex
Reason for testing: HCW
Patient symptoms: ASYMP

Report Recipient Information

Name Dr. Christine Bean Street Address 29 Hazen Dr
Deliver Results by ☒ Mail ☐ Fax ☐ LabOnline E-mail
Phone (603) 271-4661 Fax 603-271-4783 City Concord State NH ZIP 03301
Name Melissa J Barnett Street Address 29 Hazen Dr
Deliver Results by ☐ Mail ☐ Fax ☒ LabOnline E-mail Melissa.Barnett@dhhs.nh.g
Phone 603-271-4617 Fax 603-271-4783 City Concord State NH ZIP 03301

Test Request 01, 10/20

- 5.) Check your requisition for accuracy and compare to the sample tube prior to submitting to the laboratory. If any changes to the requisition are needed they may be made in blue or black ink. The laboratory will make the corrections to the database as no corrections can be made by the client once a requisition has been generated.

LABONLINE SAMPLE SUBMISSION GUIDELINES

Please ensure the test requisition that accompanies a specimen is accurate. Each requisition must be checked prior to submission for testing. Errors and discrepancies on the requisition must be corrected. Incorrect or missing information may delay and or cancel laboratory testing.

- **Ensure that the specimen is capped tightly to prevent leaks.**
- **Label the specimen tube clearly with LAST NAME, FIRST NAME and DOB. Confirm it matches the requisition form.**
- **Review and confirm the requisition for the following:**
 - Patients Name
 - Sample Identification
 - Date of Birth
 - Date and Time of Collection
 - Submitting Facility
 - Ordering Physicians Name
 - Specimen Source or Matrix Type
- **Use blue or black ink to make changes or add important information.**
- **Place the requisition in the sample bag outer sleeve. Do not put the requisition inside the bag with the specimen.**

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- For technical assistance please email the NH Public Health Laboratories (NH PHL) Laboratory Information Management System (LIMS) department at:
DHHS-PHLLIMSGroup@dhhs.nh.gov or call: 603-271-4660.
 - To access resource and LabOnline please go to our LabOnline website at:
<https://www.dhhs.nh.gov/dphs/lab/labonline.htm>
 - To print a manual entry requisition go to:
www.dhhs.nh.gov/dphs/lab/documents/labrequisition.pdf